



UNITED STATES EMBASSY OTTAWA, CANADA
P.O. BOX 866, STATION B, OTTAWA, ON, K1P 5T1, CANADA - PHONE: (613) 688-5264, FAX: (613) 688-3055

Location: CALGARY, CANADA

TELEPHONE OPERATOR
VACANCY NUMBER: 10-01

Tuesday, January 12, 2010

This Vacancy is **Open**

OPEN TO: All Interested Candidates

POSITION: Telephone Operator **Grade:** FSN-4; FP-AA*

OPENING DATE: Tuesday, January 12, 2010

CLOSING DATE: Tuesday, January 26, 2010

WORK HOURS: 40 hours per week

SALARY: Ordinarily Resident: FSN-4: CAN\$34,786 p.a.
*Not-Ordinarily Resident: FP-AA

LENGTH OF HIRE: Full Time

NOTE: ONLY CANDIDATES SELECTED FOR AN INTERVIEW WILL BE CONTACTED.

ALL ORDINARILY-RESIDENT APPLICANTS MUST HAVE CANADIAN CITIZENSHIP OR HAVE THE REQUIRED WORK AND/OR RESIDENCE PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

ALL USEFMS, EFMS AND MOHS WHO HAVE NOT YET ARRIVED AT POST ARE WELCOME TO APPLY

The U.S. Consulate in CALGARY is seeking an individual for employment in CANADA for the position of Telephone Operator in the Management.

BASIC FUNCTION OF POSITION

The incumbent of this position serves as the Consulate General's primary telephone operator, with responsibility for receiving all telephone calls to the main phone number. Provides information or directs callers to the appropriate office or staff member. Serves as the waiting room receptionist during public hours. Provides clerical services to various sections as required. Sorts and screens incoming mail. Collects and dispatches outgoing mail.

QUALIFICATIONS REQUIRED

NOTE: All applicants must address each of the six required qualifications detailed below with specific and comprehensive information supporting

each item. This should be done in the cover letter submitted with the application forms, in the SUBJECT line when submitting electronically, and in the resumé.

Additionally, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Citizen Veterans are preference candidates and should identify themselves accordingly on the cover letter.

In a situation where additional announcements are published to advertise this position, the job function, required qualifications, and other terms and definitions contained in this official, approved Embassy advertisement shall be used as the controlling document for purposes of screening and selecting qualified candidates.

- 1. Education:** Completion of secondary school is required.
- 2. Experience:** A minimum of one year of office experience involving public service is required.
- 3. Language:** Level IV (Fluent) Speaking/Reading/Writing English is required.
- 4. Knowledge:** Knowledge of Consulate's organization structure, key USG agencies and consular procedures to answer public inquiries is required.
- 5. Skills and Abilities:** Operation of standard office equipment and software, including (but not limited to) email, fax, photocopier, postal machine and scanner.

*

PLEASE SEE ADDITIONAL SELECTION CRITERIA

6. Interpersonal Skills: The ability to communicate effectively with courtesy, tact and patience in a fast-paced, high-pressure environment is required.

SELECTION PROCESS

When equally qualified, U.S. Citizen Eligible Family Members (AEFMs), and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently-employed U.S. Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently-employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their

employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.

6. Candidates must be able to obtain and hold a non-sensitive security clearance for this position and pass a medical examination.

7. Excellent verbal and written communication skills are required

8. Ability to lift and carry moderate amounts of mail material is required.

TO APPLY

All applicants must address each of the six required qualifications detailed in the job announcement by identifying them and addressing how the applicant meets each of the qualifications. This should be done in the cover letter with the application forms and resumé. Please state the Job Announcement number and Job Title in your submission.

U.S. Citizen Eligible Family Members (USEFMs) and U.S. Citizen Veterans are preference candidates and should identify themselves accordingly on the cover letter to expedite the screening process.

Interested applicants for this position **MUST** submit the following:

1. Application for U.S. Federal Employment (SF-171 or OF-612); or a current resume

or curriculum vitae that provides the same information as an OF-612;

(Access to SF-171:

http://ottawa.usembassy.gov/content/embconsul/pdfs/hr_formSF171.pdf)

(Access to OF-612:

http://ottawa.usembassy.gov/content/embconsul/hr_formOF612.pdf)

plus

2. Candidates who claim U.S. Veterans preference must provide a copy of their Form

DD-214 (Report of Separation from the Armed Forces of the United States.)

This form must accompany their application.

3. Any other documentation (e.g., education verification (copy of degree), essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

4. Contact information of three (3) professional references: telephone number, e-mail address, and mailing address. Please be sure to indicate your relationship to the reference i.e. colleague, subordinate, supervisor, etc.

5. SF-50 Personnel Actions which reflect employment status and Highest Previous Rate

(HPR) of salary must be provided by U.S. Citizen Eligible Family Members (USEFMs).

APPLY VIA EMAIL: Calgary_HR@state.gov

APPLY VIA FAX: 403-264-6630

BY MAIL

SUBMIT APPLICATION TO: Management Office
U.S. Consulate
615 Macleod Trail SE, Suite 1000
Calgary, Alberta
T2G 4T8

POINT OF CONTACT: Management Office
Phone: (403)266-8962

DEFINITIONS

I. U.S. Citizen Eligible Family Member (USEFM) - For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,
- EFM (see above) at least 18 years of age; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG Agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM3232.2.

II. EFM: An individual related to a U.S. Government employee in one of the following ways:

- Spouse;
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, step-children and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including step-parents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including step-sisters and step-brothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

III. Member of Household (MOH) - An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

An MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside other Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

IV. Not Ordinarily Resident (NOR) - An individual who:

- Is not a citizen or the host country; and,

- Does not ordinarily reside (OR, see below) in the host country; and,
- Is not subject to host country employment tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

V. Ordinarily Resident (OR) - A Foreign National or U.S. Citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. Citizens, are compensated in accordance with the LCP.

CLOSING DATE FOR THIS POSITION: TUESDAY, JANUARY 26, 2010

The U.S. Mission in Canada provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

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